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Samsung Electronics America

Samsung Tech Talk

Your source for service information

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Redo Reduction

Wes Sirois

Assistant Manager, Triage Lead

As most business owners will attest, repeat service calls, or Redo's, continue to be a major reason for customer dissatisfaction with the service experience, and just as important, for lost revenue for the servicer.

Samsung defines a Redo as a repeat service call conducted on an appliance within 90 days of the initial visit. The target for every service company is to keep Redo's to less than 4.75% of their warranty claim volume. As an authorized service agent for Samsung, this is one of your KPI's (Key Performance Indexes). So, if a service call was paid as a warranty claim, Samsung will not pay for a second repair if it occurs within 30 days, even if it is for a different complaint. If another service company is dispatched to perform the second call, Samsung will pay that company, but a Redo is recorded against the initial servicer. If the second call occurs within 90 days, but over 30 days from the first visit, a warranty claim may be paid, however the Redo will still be charged against the first company's KPI. As you can see, when a repeat service call occurs, everyone loses.

So what can a service company do to reduce the number of Redo's and to help improve their KPIs? Here are some best practices that have worked for many service companies:

1. Make sure that your technicians' knowledge is up to date. Properly prepared technicians should be able to diagnose and repair a unit correctly the first time. When training is offered, it is imperative that technicians attend, especially when new products are introduced. In addition to classroom type training, Samsung offers technicians a variety of resources to help them with their daily job performance. Fast Track manuals, service bulletins, service manuals, and training videos can all be found on GSPN.
2. Samsung products incorporate a wide variety of electronic components. To properly diagnose these products, technicians need to have the proper tools, such as a good digital volt-ohmmeter (with needle-type test leads to properly read resistance or voltage within small connectors), some form of temperature tester, and a wiring diagram or Fast Track manual for the unit they are servicing. When a technician can correctly determine the needed component, multiple part orders can be kept to a minimum and a Redo can be prevented.

Redo Reduction

continued

3. Once a repair is completed, the technician should check all functions of the appliance to make sure that the unit is completely repaired. Any possible future service issue can be addressed on the spot, so that a second call can be avoided.
4. Technicians should make sure the customer is completely satisfied before leaving the home. Many repeat service calls result from a customer not believing that their product is truly repaired. Technicians should never leave the home without demonstrating the repaired appliance to the customer. Go the "extra mile" – ask the customer if there are any questions you can answer regarding the appliance's use and care.

These are just some of the practices that successful service companies have put in place to not only reduce Redo's, but to improve the overall performance of their businesses. We hope that they can do the same for you.

Samsung: The #1 Brand of French Door Refrigerators

Jeff Brutman

Assistant Manager, Publications

Above: The RF4287HARS 28 cubic foot French Door refrigerator. This refrigerator features a customizable counter-height drawer, adjustable temperature settings, a Twin Cooling Plus System, energy efficient internal LED Lighting, and the easy access EZ-Open Handle. It is one of the many reasons that Samsung is the #1 selling brand of French Door refrigerators.

Please Send Us Your Comments!

Something you'd like to see in the Samsung Tech Talk Newsletter? If there is a topic/issue we haven't covered that you'd like us to write about, **LET US KNOW!**

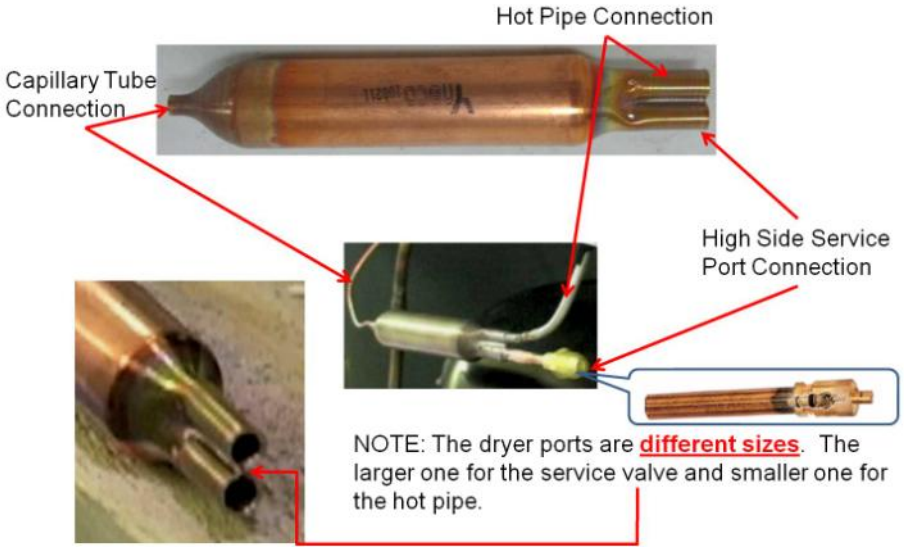
Please send your comments to: **training@sea.samsung.com**

Keep The R-134a Clean and Dry – Replace The Filter Dryer

Paul Pieri, *Trainer—RTSC*

Tony Ippolito, *Manager, HA Tech Support*

Quite a few components in Samsung refrigerator sealed systems are replaceable. These include the compressor, condenser, refrigerator and freezer evaporator coils, and the TDM valve. Whenever you replace any of these components, you must also replace the filter dryer.


Hot Pipe Connection
Capillary Tube Connection
High Side Service Port Connection
NOTE: The dryer ports are different sizes. The larger one for the service valve and smaller one for the hot pipe.

Shown above is a typical filter dryer. The output of the dryer is the small capillary tube that goes to the refrigerator evaporator coil on twin cooling models or the freezer evaporator in single cooling models. If the refrigerator is a newer model, there will be a TDM or stepper valve and the dryer will connect to the input of that valve. The output of the valve will then go to the evaporator coils.

This dryer has what appear to be two input ports. However, upon closer inspection, they have different inside diameters. The smaller of the two is the actual input from the hot pipe. The other slightly larger diameter opening is for the service port where high side pressures are measured.

When you order the filter dryer, make sure it matches the compressor. See below.

Rotary Compressor	Inverter Compressor
Part Number: DA62-01514A Description: Filter Dryer	Part Number: DA62-021614A Description: Dryer Single

Testing An Induction Cooktop

Paul Pieri, *Trainer—RTSC*

Kurt Schuster, *Product Specialist*

Relying on a customer's cookware is not always the best way to test whether an induction range is working properly or not. Certainly, you should use it to confirm the customer's complaint about the operation of the cooktop but where do you go from there? For starters, turn off the power for about thirty seconds by pulling the plug or toggling the circuit breaker. After restoring the power, take the cookware out of the equation temporarily by using a non-contact voltage tester, (Klein NCVT-1, or similar), to test the induction elements. Hold the tester near the element and turn the burner on, selecting a medium heat setting. The tester should indicate the presence of voltage before the range signals a pan error. While the burner is on, move the tester over the full area of the induction element to see if there are any dead spots that might cause problems later.

If the element passes the test above, we are almost ready to try testing the range with the customer's cookware again. Before you do, check the cookware to see if it is stamped 'Induction Certified'. Then, use a magnet as instructed in the Suitability Test section of the Using Suitable Induction Cookware page in the User Manual to confirm it is suitable for induction cooking. Turn the element OFF first, place the pan in the indicated burner area, and only then turn the element ON. Make sure the various indicators show the element is activated, check to see if the pan is vibrating slightly to confirm the burner is operating, and then wait for it to get warm.

Once the pan begins to get warm, you can check to see how sensitive the range may be to the pan's position on the cooktop within or above the burner area before triggering the pan error indication. If the pan error is triggered, it will usually clear itself when the pan is returned to the center of the burner area within about a minute or so. The range will turn the element OFF if the pan is not in the correct position within that time. This is not a malfunction. Confirm the pan is in the correct position, turn the cooking zone ON, select the desired heat level within 5 seconds, and confirm the proper operation.

It may be helpful to point out the 'Before Using the Cooktop' section of the User Manual to the customer. This section explains which types of cookware are compatible with induction cooktops, their materials, sizes, and how to position them correctly. This includes warnings regarding how the condition of the cookware could affect cooking performance and the potential affects the cookware might have on the cooktop itself. In the end, it might not be a bad idea to carry a 7" Enameled Cast Iron pot or pan along with you for these tests. The cast iron is probably the most induction ready and a clean enameled finish will protect the cooktop from any damage.

If the induction elements do not pass the non-contact voltage test, then more standard troubleshooting is necessary. Consult the Service Manual and the Fast Track Troubleshooting Guide, if available, for details for the specific model under repair. These documents outline several tests of the Induction Burner Inverter Coils, Inverter PCB, and Touch Control PCB that could affect the performance of the induction burner elements.

Remember, we are not merely repairing an appliance, we are restoring our customer's ability to use that range and their cookware with confidence.

Replacing the Washing Machine Motor Assembly

Tony Perkins

Regional Technical Trainer

Replacing the motor in a washing machine is a tough job. Tight spaces, limited range of motion, and the all too friendly family pet are enough to make even the most seasoned HA tech cringe at the prospect. But if the model in question uses the new brushless motor (DC96-01218D), well, that's when the real trepidation sets in. "Uggh! That darn rotor turns when I'm trying to remove the retaining bolt" is a common complaint uttered by techs when faced with this job.

Fear not friend, there is a solution. Follow the steps below and save your time, knuckles, and sanity. Note: The pictures show the model WF448AAW/XAA. It's typical of the 50+ models that use this motor assembly.

1. Expose the rear of the unit, and then remove the two screws retaining the rear access panel.
2. Locate the index hole near the center hub of the rotor.
3. Gently insert a small (#1) Philips screwdriver into the hole, and then turn the rotor slowly until the screwdriver seats into one of the three mating holes on the stator assembly.

   Be Careful! Insure that the screwdriver sits in a **"hole"** on the stator and not in one of the open areas between the stator coils. *(The screwdriver should fit snugly into the hole and not move freely.)*
4. Now that the rotor is secure, apply a 19mm, ½ drive socket with a two foot breaker bar and loosen the locking bolt by turning it counter clockwise. This will take some effort as the bolt has had a coating of thread locker applied at the factory.
5. Once the mounting bolt is removed, grasp the rotor by the sides, keeping hands and fingers clear of the back edge, and then pull it towards you while rocking it slightly front to back.

   Caution! Keep your fingers clear of the rear of the rotor. The magnetic field between the stator and rotor is very strong and it could snap back into place unexpectedly with enough force to injure.
6. Disconnect the stator power connector.

7, 8) Remove the 6 stator mounting screws and remove the stator from the basket.

9, 10) Reassembly is in the reverse order, however when mounting the stator assembly, be sure to seat it correctly onto the three plastic pegs with the connector lying in the recessed area of the back plate.

1,

2.

3.

4.

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7.

8.

9.

10.

Replacing the Washing Machine Motor Assembly

continued

Below is a list of models that use the brushless motor assembly:

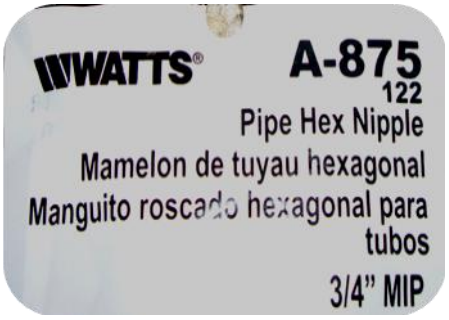
MODEL	MODEL CODE	INTRO DATE
49003	592-49003	02/03/2010
49079	592-49079	04/23/2010
592-491020	592-491020	06/26/2009
592-491070	592-491070	01/28/2009
592-491080	592-491080	01/28/2009
592-491170	592-491170	01/28/2009
592-491180	592-491180	01/28/2009
592-493040	592-493040	01/29/2009
592-493080	592-493080	01/30/2009
592-495070	592-495070	06/26/2009
592-495090	592-495090	03/05/2009
SEW-HFR178RTW	SEW-HFR178RTW	07/21/2008
SEW-HFR179RTW	SEW-HFR179RTW	05/06/2009
SEW-HFW175TW	SEW-HFW175TW	03/09/2009
SEW-HFW176TW	SEW-HFW176TW	07/11/2008
SEW-HFW179TH	SEW-HFW179TH	03/30/2009
SEW-HFW179TW	SEW-HFW179TW	03/09/2009
WF209ANG/YE	WF209ANG/YE	08/27/2010
WF209ANW	WF209ANW/XAA	12/04/2008
WF209ANW/XAP	WF209ANW/XAP	10/15/2009
WF218ANB/XAA	WF218ANB/XAA	01/11/2008
WF218ANB/XAC	WF218ANB/XAC	04/28/2008
WF218ANS	WF218ANS/XAC	03/20/2008
WF218ANW/XAA	WF218ANW/XAA	11/27/2007
WF218ANW	WF218ANW/XAC	03/20/2008
WF219ANB	WF219ANB/XAA	02/03/2009
WF219ANW	WF219ANW/XAA	02/03/2009
WF229ANG/XAC	WF229ANG/XAC	03/17/2009
WF328AAG	WF328AAG/XAA	04/02/2008
WF328AAR	WF328AAR/XAA	07/26/2007
WF328AAW	WF328AAW/XAA	07/23/2007
WF330ANB/XAA	WF330ANB/XAA	01/04/2010
WF330ANW/XAA	WF330ANW/XAA	01/04/2010
WF330ANW	WF330ANW/XAC	08/27/2010
WF340ANG/XAC	WF340ANG/XAC	03/25/2010
WF340ANR/XAC	WF340ANR/XAC	03/20/2010
WF350ANG/XAC	WF350ANG/XAC	03/25/2010
WF350ANR/XAA	WF350ANR/XAA	12/10/2009
WF350ANR/XAC	WF350ANR/XAC	03/20/2010
WF350ANW/XAA	WF350ANW/XAA	12/02/2009
WF407ANW/XAA	WF407ANW/XAA	07/18/2009
WF409ANR/XAA	WF409ANR/XAA	08/27/2009
WF409ANW	WF409ANW/XAA	11/18/2008
WF409SNL/XAC	WF409SNL/XAC	03/21/2009
WF410ANR	WF410ANR/XAA	01/12/2010
WF410ANW	WF410ANW/XAA	01/12/2010
WF410ANW/XAC	WF410ANW/XAC	04/13/2010
WF419AAS/XAC	WF419AAS/XAC	04/13/2010
WF419AAU/XAA	WF419AAU/XAA	06/16/2009
WF419AAW/XAA	WF419AAW/XAA	11/05/2008
WF428AAL/XAC	WF428AAL/XAC	07/09/2008
WF428AAW/XAC	WF428AAW/XAC	07/09/2008
WF438AAR	WF438AAR/XAA	05/20/2008
WF448AAE	WF448AAE/XAA	08/18/2008
WF448AAP	WF448AAP/XAA	12/26/2007
WF448AAP	WF448AAP/XAC	04/17/2008
WF448AAP/XAP	WF448AAP/XAP	10/15/2009
WF448AAP/XAX	WF448AAP/XAX	04/06/2010
WF448AAW	WF448AAW/XAA	12/10/2007
WF448AAW	WF448AAW/XAC	04/04/2008
WF520ABP/XAA	WF520ABP/XAA	11/25/2009
WF520ABP	WF520ABP/XAC	05/12/2010
WF520ABW	WF520ABW/XAA	03/17/2010
WR-PA179UR	WR-PA179UR	09/02/2008
WR-PB168UW	WR-PB168UW	06/17/2009
WW-PA177UR	WW-PA177UR	09/04/2008
WW-PA177UW	WW-PA177UW	12/04/2008
WW-PB166UW	WW-PB166UW	06/25/2009

Extending The Washer Inlet Hose

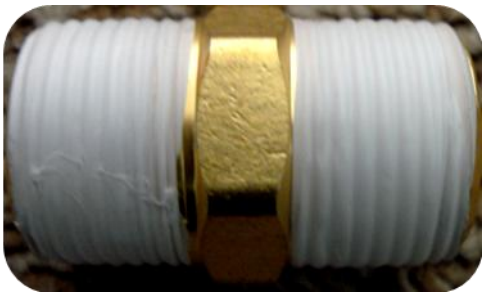
Louis Picchione
Assistant Manager—HA

To extend a washer inlet hose, follow these steps:

1. Get a ¾ inch Pipe Hex Nipple connector.



2. Before attaching both inlet hoses, wrap both sides of the Pipe Hex Nipple connector with Teflon tape.



3. Make sure the rubber gasket is inserted in each of the inlet hoses.

Once both sides of the connector have been wrapped with Teflon tape you can connect both inlet hoses. Follow these steps:

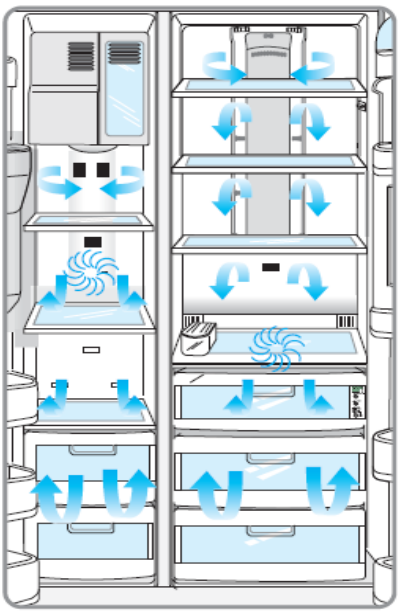
1. Make sure the water supply is turned off.
2. Attach both hoses to the Pipe Hex Nipple.
3. Tighten both hoses hand tight.
4. Then using two wrenches, turn each inlet hoses about ¼ turn more.
5. After both hoses are secured, turn the water supply back on and check for any leaks.

Basic Refrigeration Concepts, Part 2

Jim Swift, *HA Product Senior Manager*
Steve Polzin, *Technical Instructor, Appliance Tech Support Specialist*

Many technicians normally associate refrigeration with making cold air or cooling, however, in reality, refrigeration engineering deals almost entirely with the transfer of heat. When servicing refrigerators, this is the most important fundamental concept you will need to grasp in order to diagnose a no cool or low cooling complaint accurately. Last month, we discussed the basics of refrigeration and how the sealed system accomplishes heat transfer. This month, we will talk about air movement and its importance in facilitating the refrigeration process.

Cooling Fan Operation



A refrigerator relies on forced air to transfer heat. Samsung refrigerators often use a twin cooling system, with the refrigerator and the freezer compartment each having an evaporator. Given this independent system, the freezer and the refrigerator are cooled individually as required and are, therefore, more efficient. Fans move the air from inside the compartment to the evaporator coil where heat and moisture is absorbed. The air is then redistributed back into the compartment at a much lower temperature and humidity.

Another important aspect to air flow is the regulation of humidity - the amount of moisture (or water vapor) in the air. If the air has a high relative humidity, some of the moisture will condense on food that is supposed to be kept dry, causing it to soften or grow mold or bacteria. Moisture in the air acts as an insulator, making it more difficult to lower the temperature. Most refrigerators have crisper or deli drawers for items such as produce where you want to hold in natural moisture. Many Samsung models offer climate control drawers that use an automatic damper control for precise humidity regulation.

Automatic Defrost

The more efficient the air flows, the more quickly heat is removed and the faster frost will form on the evaporator coil. The amount of frost will vary, depending on the amount of heat and moisture that is introduced into the refrigerator. Worse, large amounts of frost can block airflow, potentially making the evaporators less efficient. For this reason, the refrigerator has an automatic defrost system to remove the frost at regular intervals.

It is difficult to keep frost off the coils, but necessary to keep them frost-free so they will operate properly. To minimize heat during the defrost cycle, the automatic system is thermostatically controlled and defrosts coils for less than 10 minutes per compartment. The defrost cycle for the freezer is terminated when the temperature of the freezer evaporator reaches approximately 50° F. For the refrigerator, the defrost cycle is terminated when the temperature of the refrigerator evaporator reaches 60 ° F. Samsung refrigerators use an adaptive defrost design that initiates the defrost cycle only when needed. The electronic control monitors compressor run time, door openings, and the length of the previous defrost cycles to determine the need and frequency for defrosting. The refrigerator will never defrost both compartments at the same time.

Condenser Fan Operation

The condenser fan motor is located in the compressor compartment and is used to cool the condenser coil and compres-

Basic Refrigeration Concepts, Part 2

continued

sor. The heat that is absorbed by the evaporator during the cooling cycle is transferred into the condenser coil after it is compressed into a high pressure and high temperature vapor by the compressor. Once it enters the condenser, it needs to cool and the condenser fan is used to help dissipate the heat. To ensure efficient heat transfer, it is important that the compartment cover is in place and the condenser coil is kept clean. A dirty coil or improper air movement will prevent the Freon in the coil from cooling, leading to inefficient operation.

Note: Samsung refrigerators do not run the condenser fan motor when the ambient temperature drops below 60 degrees Fahrenheit. A few key points to keep in mind for troubleshooting;

- Forced operation mode allows you to trigger the fan on no matter what the temperature. However, the fans will not come on if the refrigerator detects that the door switch is open.
- Samsung fans are usually shipped without fan blades. When ordering parts, keep this in mind as the blades can be difficult to transfer without breaking.
- Do not forget to inspect the air ducts for restrictions or blockages. For example, a blockage in one or more of the air ducts that circulate freezer air up to the ice room will cause a slow or no-ice condition.
- If an evaporator fan fails, the symptoms can be frost buildup and low cooling in that compartment.
- If the condenser fan fails, the cabinet will get very hot in the areas of the Yoder loop pipes. Additionally, the compressor will stay on longer.
- If one of the compartments does not defrost, frost will continue to accumulate, blocking the air flow and eventually resulting in a no cool situation.

Next month, we will begin a series on refrigeration diagnostic procedures.

Advanced Refrigerator Troubleshooting Tools

Jim Swift

HA Product Senior Manager

This month's article will cover some specialized test equipment you can use to expedite in-home refrigerator service. Adding these items to your repair kit should allow you to isolate problems and repair products more efficiently. These items generally cost less than $100 and, because they can let you test many circuits without disassembly, will quickly pay for themselves.

Infrared Non-Contact Thermometer

Infrared Non-Contact Thermometers provide an accurate temperature reading instantly. You can use the thermometer to confirm Thermistor operation, compartment temperature, or, in some cases, the operation of the defrost heater. The digital display provides greater accuracy than an analog thermometer and is much more convenient. The next time you encounter a refrigerator that the customer feels is not quite cold enough, use this thermometer to confirm or refute the temperature shown on the front panel. If the thermometer shows the same value as the front display, the Thermistor and cooling system are probably working properly. If the values don't match, chances are the fault is either in the Thermistor or the evaporator fans. This is just one of many applications of this device.

Digital Electrical Usage Monitor

The Digital Electrical Usage Monitor is connected in series with the 110VAC outlet and provides information about the incoming voltage and frequency. It will also display current draw and amp hour information. The current consumption feature allows you to view the amp draw quickly as circuits are accessed. For example, when you use the forced operation mode to turn on the defrost heater, the monitor will show the increased current draw, confirming the defrost heater has been triggered. When you use the same forced operation mode to change speeds in the multi-speed compressor models, the monitor will show distinct current values for each speed. Because it can display both the line frequency and the line voltage level, you can also use the monitor to confirm the quality of the home electrical installation. This can be especially useful in rural areas where intermittent or odd problems can often be tied to low voltage or inconsistent line frequency. This monitor is more convenient to connect than a stand alone ammeter and offers more information. As with the IR thermometer, you can use the monitor on other appliances as well.

Wall Paper Steamer

Wall Paper Steamers are normally used to steam old wallpaper of walls. You can take advantage of the substantial amount of steam the steamers produce by using them to quickly defrost freezer evaporators that are covered in ice. What's more, because these steamers generate steam and hot water rather than direct heat, they are much less likely to deform or damage the plastic liner.

The advantage of wall paper steamers over the smaller handle held garment steamers is their speed and durability. Garment steamers take longer to create steam and only produce steam for a short amount of time. Wall paper steamers produce more steam faster and for a much longer period of time. Additionally, unless you are use distilled water only in the hand-held garment steamer, the impurities in the tap water will cause the heating element to fail quickly.

Advanced Refrigerator Troubleshooting Tools

continued

Safety Pins

The final item will probably cost you nothing and might be the most valuable of all. Most multi-meter leads are too thick to make adequately contact in the smaller gage pins. Low voltage items like sensors or similar circuits do not require thick wiring, so the pins are difficult to penetrate. You can insert safety pins into the slots to make contact without damaging the connector.

Thanks to Rich Robbins and Andy Macpherson for their input on this article.

GSPN Updates

Jim Foster
Manager, Training /Publications

We encourage you to use our GSPN site to find the latest service bulletins to aid you with your repairs.

http://service.samsungportal.com

HA Service Bulletins uploaded to GSPN January, 2011

Bulletin Number	Subject	Applicable Models
ASC20110117001	The Dishwasher power button will not operate unless the circuit breaker is cycled off and on.	DMT800

To access service bulletins on GSPN, first visit http://service.samsungportal.com. Login using your **User ID** and **Password**. Click on “Documents” at the top, then “Product Information” in the left column. The Product Information menu will appear. Click on “Service Bulletin (Local) to bring up the Service Bulletins. To search for a bulletin, enter the bulletin number in the search window at the upper left. If for some reason the bulletin does not appear, it can still be searched using the “Select Depth 1, 2, and 3” drop-down menus.

Improve Your Redo Ratio - NOW!

Tony Ippolito
Manager HA Tech Support

Did you know that rejected warranty claims count against your Redo Ratio?

Did you know that if you submit a second warranty claim within 30 days for labor, it will be rejected per policy?

Did you know that if you submit a warranty claim for labor, and then submit a second warranty claim for parts, that the second claim counts against your Redo Ratio?

If you answered No to any of these questions, then this article will supply you with key steps to lower your Redo Ratio.

The Steps to Take

To avoid rejected claims and second warranty claims for parts from affecting your redo ratio, adopt the following procedures:

- Do not submit a second claim for labor within 30 days of the first.
- Do not submit a second claim for parts only. Instead, add the additional parts to the existing claim.

Adding Parts to an Existing Claim

Because you can only add new parts to claims already submitted to Samsung that have certain statuses, you first need to review the status of your submitted claim.

To check the status of an existing claim, follow these steps:

1. Click the Warranty Bill Claim drop down window.
2. Log into GSPN and select Warranty/Parts from the top menu.
3. Select Warranty Claims status.
4. Enter the Bill Number.
5. Click Search.

Limit your search to a 30 day interval only. If the claim was submitted prior to 30 days, change the From – to – Date or use the Fiscal Month Option.

Improve Your Redo Ratio - NOW!

continued

Searching by Samsung Warranty Claim Status

You can also search by Warranty Claim Status by selecting a particular Status (as shown below) from the drop down list in the Status field. If you leave this field blank, the system will check claims with all available statuses.

Statuses and Status Descriptions

Status	Description	ASC can Amend (Yes/No)
Approved	Pending Payment (Closing 10th & 25th of every month)	Yes
Out of Warranty	COD to End Users	No
Claim Closed	Already Paid	No
Hold By ASC	Update is required by ASC	Yes
Temporary Storage	ASC Usage (Warranty does not update)	Yes
Review by Samsung	Warranty Team to Process	No
Hold by Samsung	Warranty Team to Process	No
Claim Rejected	Not eligible for Payment	No

Improve Your Redo Ratio - NOW!

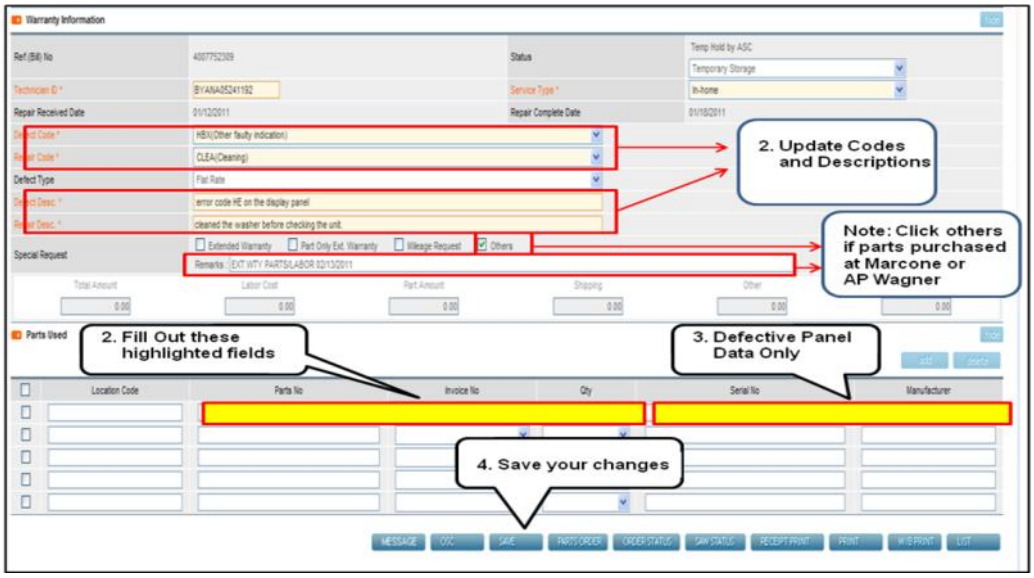
continued

Updating Your Warranty Bill with New Parts

If the claim in question has a status of Approved, Hold By ASC, or Temporary storage, follow the steps below to add new parts to the claim.

1. Update the defect / repair codes and descriptions.
2. Enter the parts used. You must include the quantity and invoice numbers.

   Note: If you purchased parts from Marcone / AP Wagner, you must provide the distributor Name and Invoice in the remarks field available when you click the Others (Special request area.
3. If you are sending back a defective panel, fill in the Serial Number and Manufacturer.
4. Save the claim to accept the updates.


2. Update Codes and Descriptions
Note: Click others if parts purchased at Marcone or AP Wagner
2. Fill Out these highlighted fields
3. Defective Panel Data Only
4. Save your changes

If the claim has one of the statuses listed below, you must contact the Warranty Department at 800-849-2198 option 08 and request that they add the new parts to the claim:

- Approved claims with Parts already billed
- Claim Closed (already paid to you)
- Review by Samsung
- Hold by Samsung

A Final Word

Lowering your Redo Rate benefits you directly. Adopting the procedures presented in this article could lower your Redo Rate significantly, saving you both time and money. Our recommendation: Adopt them today.

Dealer Stock Repair Warranty Claims

Jet Nyamwange
Warranty Department

Stock Repair (SR) claims are repairs you perform for dealers. These repairs must be billed as Service Type, SR ONLY, not In Home (IH) or Carry In (CI). All repairs you bill incorrectly will be updated to the correct service type. Chargeback's will be imposed for those missed.

Any claims with the following Repair Codes are the Dealer's responsibility and will be rejected: *(Section 1.6 of ASC Policy & Procedure guide)*

- No Defect found (NPFD, NPRB),
- Cleaning (CLEA, CLEN),
- Customer Education (CUST)
- Cosmetic Repairs

Warranty Terms for SRs:

- The Stock Repair Warranty Term is 2 Years from the Date of Manufacture – *NO DOP required*
- During the two years, each SR unit is allowed 2 repairs, including parts ONLY claims.

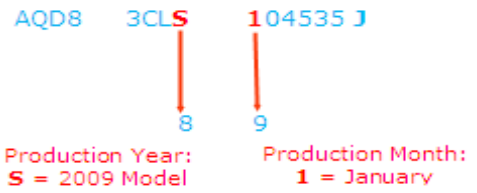
This means that each SR unit is ONLY eligible for 2 repairs *(including Parts ONLY claims*) within the 2 year warranty period.

How Do You Determine Production Year and Month?

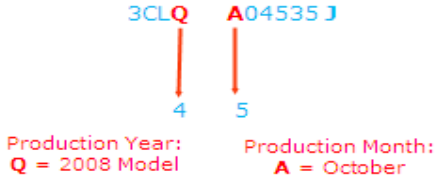
(This is very beneficial for ASCs that do Dealer Stock Repairs)

In both 15 and 11 character serial numbers, the production year is represented by the letter that precedes the last 6 characters of the serial number before the check digit. The production month is represented by the number or letter immediately after the production year letter.

Consequently, in 15 character serial numbers, the production date is represented by the 8th and 9th characters of the serial number – *For example:*



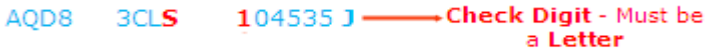
In 11 character serial numbers, the production date is represented by the 4th and 5th characters of the serial number - *For example:*



Dealer Stock Repair Warranty Claims

continued

All Serial Numbers **MUST** end with a **Letter** -- this is known as a **Check Digit -** *For Example*:



The 2011 production year code is B. Previous year's production codes and the production month codes are listed in the tables below:

Production Years :

Year	2001	2002	2003	2004	2005	Jan 2006	Feb –Dec 2006	2007	2008	2009	2010
Symbol	R	T	W	X	Y	A	L	P	Q	S	Z

Production Months :

Month	1	2	3	4	5	6	7	8	9	10	11	12
Symbol	1	2	3	4	5	6	7	8	9	A	B	C

How to use GSPN to check the number of Stock Repairs already performed on a unit:

1. In option 2 on the right side of the screen, click USA. A pop-up appears.

SAMSUNG
GSPN
Global Service Partner Network
Welcome to GSPN !
SAMSUNG Global Service Partner Network
USER ID
PASSWORD
LOGIN
SAVE ID
Should you have any problem login to GSPN/SKP or GSPN B2B, please click here for SUPPORT or call
Parts issues: 1-800-634-8276
Warranty issues: 800-849-2198 option 8
Field Service issues: 201-229-4447
This system provides B2B functions and content on Samsung products.
This system is for Samsung employees and authorised users only.
Use of this product is strictly regulated by law
1. Interested in becoming a Samsung Authorized Service Center?
Apply On-line USA CANADA MEXICO
2. Is your serial number valid? Display number of previous stock repairs.
Check On-line USA CANADA MEXICO
3. Manuals
New to the site? Start here! Q1 Navigon Tip
SAMSUNG DIGITall
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2. Enter the serial number of the unit whose stock repair history you want to view. The system will auto populate as displayed below:

No.	Input Your Serial No.	Valid	Claim No.	Claim Status	Posting Date	Warranty term (labor term)	# Stock Repair
1	94466RBP505348A	VALID	4001908861	Approved	02/19/2008	05/2007	0
2	B19G3CKL601835L	VALID	1465078MEADJ	Approved	02/27/2008	06/2006	2

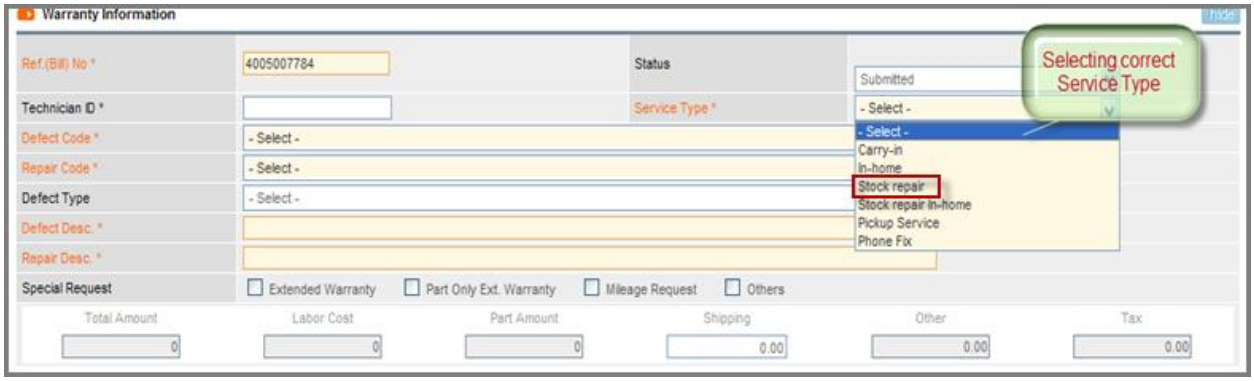
Dealer Stock Repair Warranty Claims

continued

Billing Your Warranty Claim:

ASCs must select SR for all Stock Repairs performed for Dealers. Those repairs billed with the incorrect service type will be updated. Also note:

- Field Engineers aren't allowed to repair and bill SR claims on their FE accounts. FEs must use their ASC account.
- Master Engineers may bill for SR claims. Do not bill them using Service Type IH or CI. SR repairs must be billed as SR.
- Stock Repair In Home (SI) is for display models (*floor display units)*. Such repairs must be routed by SEA as SI or approved by your RSE.
- Mileage reimbursements for ALL SR repairs must be approved via SAW.



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